



TERMS AND CONDITIONS

The Dog House is focused on providing a safe and secure environment for your dog. To ensure the health and safety of your pet(s) as well as the other canine guests I require all of my clients to read and understand the following policies.

BEFORE THE GROOM

CANCELLATION & RESCHEDULING

Please understand that when you forget or cancel an appointment without giving enough notice I miss the opportunity to fill that appointment time, and clients on the waiting list miss the opportunity to receive my services. As my time is reserved specifically for your pooch I cannot provide any exceptions to this policy and the following fees and terms apply:

There are no fees applied for cancellations or reschedules that have given 48 hours or more notice.

Cancellations or Reschedules giving less than 48 hours notice will result in a charge equal to 50% of the reserved service amount.

No Shows or Cancellations on the day of the appointment will be charged 100% of the reserved service amount.

Clients who have missed a previous appointment will be asked to pay in full when booking all future appointments. These payments are non-refundable in the instance of a no show. For a rescheduling of an appointment giving less than 48 hours notice the rescheduling fee will be deducted from the advance payment.

To book your next appointment cancellation and rescheduling fees must be paid in full.

Rescheduling of appointments cannot be processed via the online booking system. Every online booking will be taken as a new appointment, and any prior scheduled appointments not attended will result in a no-show fee.

Please do not cancel an appointment by responding to the automated text message appointment reminder provided as this does not remove an appointment from the schedule and no-show fees will be incurred.

To reschedule or cancel an appointment please call The Dog House on 07797913985. If you are cancelling your appointment outside of my working hours, please leave a voicemail providing your name, dog's name, time and date of appointment. I will follow up with you by phone during working hours.

LATE ARRIVALS

Please make it your priority to arrive on time for all appointments as appointment times are not flexible. While I do my utmost to accommodate clients that arrive late, clients arriving more than 15 minutes late may miss their treatment time. I do appreciate clients may be late through no fault of their own, however I also have a duty to my other clients who keep to their appointment times.

I reserve the right to charge the full price of appointments that are missed due to client lateness.

Pre-payment for future services will be requested when a client has been late for 2 or more previous appointments.

This policy enables me to run an efficient salon and provide the required time needed to service all of my clients. I confirm appointments at the time of booking and 24 hours prior to your appointment date. However, if I am unable to reach you please understand that it is your responsibility to remember your appointment date and time to avoid a late arrival, missed appointment, and the cancellation fee.

DEPOSITS

For treatments of 3 hours or more a deposit of 50% is required.

All deposits are used as part payment towards your service.

Deposits are non-refundable.

Deposits will be taken as payment towards any cancellation or no-show fee's due as per my Cancellation and Rescheduling Policy above.

Deposits can be taken over the phone, at The Dog House or online. Please note I do not hold clients credit card details on file.

PICK UP & DROP OFF SERVICE

For clients using this service a prepayment of treatment and the pick-up and drop off service is due at the time of booking. For no shows i.e. pet parent not at home at time of collection, key-holder unable to gain access; prepayment is non-refundable. Collection and return can only be done to the pet parent's home address. Please note this service is not available to first time clients as all new clients to The Dog House have to undergo a pre-treatment consultation with their pet parent present.

PRICING

Pricing is based on breed, hair length, coat condition, temperament, age, and grooming history. Please be advised a surcharge will apply if your dog is matted, requires extra bathing in addition to my standard 2 shampoo process, has fleas, or has not been groomed within the recommended grooming schedule for their breed. All prices shown are guide prices only, I will give you an exact cost at your pre-treatment consultation. Puppy prices are only applicable to dogs under 6 months of age. Please call for breed specific prices. For some breeds an additional clip off or a hand-strip service may be required.

VACCINATIONS

If your dog has not been vaccinated before or their previous vaccination is out of date, please leave 14 days from the date of vaccination and the appointment date of their treatment. We regret that we are unable to groom puppies until 2 weeks after their 2nd vaccination.

FLEAS

Please note that dogs with fleas cannot be accepted. If your dog has fleas, please treat them prior to visiting The Dog House. Should your dog be brought in with an infestation which is discovered after the groom has started a flea surcharge of £20 will apply. This covers the cost of flea elimination: pets with fleas are washed 2-3 times with specialist shampoo, towels must be bagged and laundered separately, and The Dog House must be thoroughly cleansed and disinfected.

PRE-VISIT

A full bladder or bowel can be very uncomfortable for a dog whilst it is being groomed. Please ensure that your pet has been toileted before bringing them to The Dog House. If your dog toilets during their treatment which results in them needing an additional bath, a cost of £10 will apply to cover the additional time needed to complete the groom. Water will be provided for your pet during their visit.

HEALTH

If your pet is not feeling well (e.g. vomiting, diarrhoea, kennel cough) please do not bring him/her to The Dog House for their own comfort and the safety of our other canine clients. Please advise me of any change in your dog's health or medical condition upon arrival so that I can update your pet's file. I am unable to accept dogs which are in season or are pregnant.

NEW CLIENTS

To ensure I have adequate time to familiarise myself with your pooch I ask first time clients to factor in 10 minutes prior to the treatment for a free pre-treatment consultation. This time will be used to discuss your pooch's general health, any concerns you may have, specifics required of the treatment, and to welcome your pooch to The Dog House! A New Client Form should be completed by first time clients at time of booking, this can be done online or at the first appointment.

DURING THE GROOM

TREATMENT TIMES

An approximate completion time will be given for your pooch's treatment when you drop them off, I will ring or text you when your pooch is ready. Please be patient if I take a little longer than expected as I will not rush your pet through their treatment. Pet parents arriving early to collect their pooch puts pressure on both me and dog during what would otherwise be a stress free relaxing grooming experience for your pet. I appreciate you waiting for my call or text.

BEHAVIOUR

The Dog House will refuse the use of its facilities if there is evidence of behaviour that may be considered dangerous to myself or other dogs. If your dog does have an incident that The Dog House deems unacceptable I reserve the right to stop the grooming process. In this case **50% of the groom cost** will be charged irrespective of how much of the grooming treatment has been completed.

MATS

All prices quoted for my grooming services are a starting price. If your dog is excessively matted a surcharge of **£20 per hour** will apply. If I find the condition of a dog's coat to be severely matted and incapable of de-matting without causing undue stress and pain to the dog, the dog may be clipped down for reasons of health and well-being. All owners will be advised of this prior to me undertaking

any de-matting or clip down service. Please note I do not offer a de-matting service on elderly dogs. This is to avoid unnecessary stress on the dog, instead I advise an elderly dog with a matted coat is clipped down.

QUITE ZONE

The Dog House operates a strict 'quiet zone' policy. Please ensure on leaving and picking up your dog you appreciate the spa environment.

LATE PICK UP FEES

Pick up will be due at the time arranged either at the pre-treatment consultation or when the pet parent is contacted. Pet parents that are later than 15 minutes picking up their pooch will be charged a sitting fee of **£10 per 15 minutes**.

GENERAL

DATA PROTECTION

The Dog House keeps detailed records of all dogs, treatments and contact information for the owner. New clients must sign a disclaimer form and some personal details will be retained by The Dog House. Client data will be treated in accordance with the data protection principles of the Data Protection Act and will not be shared with 3rd parties.

SATISFACTION POLICY

If for any reason you are not completely satisfied with the treatment received, please advise within 2 business days so I can do our best to rectify it. Pet parent's satisfaction is very important to me.

PAYMENT

I accept cash and all major credit cards (excluding Amex). Prices are subject to change without prior notice.

GIFT CARDS

Gift cards are available and can be redeemed against all services and products.